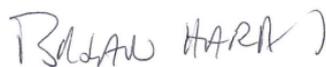


	Title: Enrolment Policy (Domestic VET)	
	Version: V1.00	Date: 14/01/2016
	Policy Area: Student	Next Review: 01/04/2017
	Approval: Academic Board	Signature: 

Rationale

Vose Seminary's Management and staff are committed to determining client needs through initial contact and interview and providing services to meet those needs. Vose Seminary staff will provide timely and accurate advice to all potential and enrolling Learners. Vose Seminary staff and management will at all times respond in a responsible manner to all reasonable requests for information about Vose Seminary's Training and Assessment services.

Service Standards for Enrolment/Study Inquiries

- 1) The staff will acknowledge immediately receipt of verbal inquiries at the Seminary during the Seminary's office hours.
- 2) Staff will acknowledge receipt of all reasonable written inquiries within three (3) working days and preferably within 24hrs except when the Seminary is in recess (e.g. between semesters).
- 3) Staff will respond to standard inquiries within one week. Complex inquiries (including Recognised Prior Learning inquiries) may take longer to process, however an estimated length of time should be provided, along with progress updates.
- 4) On receiving a request for information concerning RPL (Recognition of Prior Learning) Vose Seminary staff shall ensure that enquirers are handed or sent the 'RPL Application form' and provided with information about the process of RPL

Enrolment Procedures

Pre-Enrolment Information

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On receiving initial contact by a potential or enrolling Learner Vose Seminary staff shall enquire concerning any specific needs (LL&N) and ensure that the Learner is provided with the following course information in the order outlined in the process below:

1- Course Brochure

- 1.1 - The nature and purposes of courses
- 1.2 - Course information (content, modes of delivery and outcomes);
- 1.3 - General descriptions of the purposes of modules;
- 1.4 - Course location
- 1.5 - Course prerequisites;
- 1.6 - Usual outlay of time and effort to satisfactorily complete courses (including timeframe);

2- Enrolment Form with terms and conditions

- 2.1 - Provision for language, literacy and numeracy assessment;
- 2.2 - Fees, including refund policy and exemptions (where applicable);
- 2.3 - Timetables and yearly schedule
- 2.4 - Relevant Learner handbook

3- Enrolment Information relevant to their course enquiry with Learner rights and obligations.

- 3.1 - Legal status of programmes, qualifications and Statements of Attainment (available online);
- 3.2 - Code of Practice;
- 3.3 - Materials, equipment and any specific requirements necessary to complete the program;
- 3.4 - Rules and regulations;
- 3.5 - Recognition of Prior Learning procedures;
- 3.6 - Orientation procedures;
- 3.7 - Learner support, including any external support arranged for Learners;
- 3.8 - Flexibility in learning and assessment procedures;
- 3.9 - Welfare and guidance services;
- 3.10 - Disciplinary procedures;
- 3.11 - Grievance procedures;
- 3.12 - Contact details of the Seminary;
- 3.14 - If applicable, the details, rights and obligations as they relate to any 3rd party provider that train and assess and/or offer educational support on behalf of Vose Seminary;
- 3.15 - If applicable, the details of any work placement arrangements
- 3.16 – USI information***

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***Language Literacy and Numeracy**

- Enrolling Learners will be required to undertake an LL&N test. (please refer to the Learner Support Policy)
- LL&N test results must be provided to the Training Coordinator for review prior to the confirmation of enrolment. Where necessary the Training Coordinator should apply the required procedures Vose Seminary's Learner Support Policy.

*****Unique Student Identifier (USI).**

- Vose Seminary's enrolment process must include the sourcing and validation of Unique Learner Identifier from the USI Registrar in accordance with the requirements of the Learner Identifiers Act 2014. The procedures for the sourcing and verification of a Unique Learner Identifier (USI) will include:

a) verifying with the Registrar, a Student Identifier provided to Vose Seminary by an individual before using that Student Identifier for any purpose;

b) ensuring that Vose Seminary will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014;

c) ensuring that where an exemption described in Clause 3.6 (b) applies, the Enrolment Officer will inform the Learner prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and

d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in Vose Seminary's student management systems.

Orientation / Initial Learner Interview

- Following the confirmation of enrolment all enrolled Learners will be advised of any relevant scheduled time or online access for orientation and their course commencement information.
- Within the orientation any areas that may require extra support such as, but not limited to, language barriers and ethnicity will be addressed.
- Learner Information provided to the Learner during the orientation shall be in support of the information provided during the course enrolment process, and should feature topics included in the Orientation Briefing Form. (Please refer to the Learner Handbook)
- Where applicable, Internship (workplace training) agreements should be further explained, including scheduled learner progress information along with the timing for Vose Seminary's Training and Assessment staff visits.

Learner Engagement and Enrolment Review Procedures

- Following each completed enrolment period the enrolling officer shall send (via mail or email) an Enrolment Survey Form to a sample of enrolled Learners and request the completion of the form.

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- Where a completed form is received by Vose Seminary, the form will be reviewed by the Training Coordinator and forwarded to Vose Seminary's management meeting for review.
- All actions taken to improve client services and enrolment processes will be recorded in Vose Seminary's VET management meeting minutes.

Learner Records

- Learners enrolled at Vose Seminary have access to their own records that relate to their current progress or past training and assessment records. Learners may contact reception during office hours and may request a copy of their Learner records.

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Appendix 1: Enrolment Procedures

Enquiry Received	Description	Who
1	<p>a) Thank prospective Learner for their enquiry;</p> <p>b) Determine nature of enquiry</p> <p>c) Information is recorded as a powerpro enquiry;</p> <p>d) Answer questions personally, provides specific information for requested course;</p> <p>e) Provide Learners all course information from 1 & 2 as above.</p> <p>f) Provide Learners with access to relevant policies on Vose website via email link only.</p> <ul style="list-style-type: none"> - (Hardcopy documentation can be made available on request) <p>g) If the Learner decides to enrol:</p> <ul style="list-style-type: none"> - If course pathway advisor is immediately available to speak to Learner: arrange interview immediately; gather documentation* if available/completed, but can be gathered at a later date - (note: the written agreement is expected to be reviewed by the applicant before course pathway advise, but can be signed when signing their application for enrolment; - If course pathway advisor is unavailable to speak to prospective Learner immediately: book appointment with course pathway advisor and provide a prospective learner with relevant documentation* to complete and bring for the arranged interview. - (note: the written agreement is expected to be reviewed by the applicant before course pathway advice, but can be signed when signing their application for enrolment) <p>*Documentation includes:</p> <ul style="list-style-type: none"> - Application for enrolment - CV - ID - Photo - USI*** - Domestic written agreement 	Receptionist; Administrative- assistant/s; Registrar

Enquiry to Course Pathway Advisor	Description	Who
2	<p>a) Through interview and LLN process**, determine appropriate course and advise accordingly;</p> <p>b) Ensure all documentation* is included and signed where appropriate;</p> <p>c) Conduct course pathway suitability interview</p> <p>d) If applicable: determine appropriate workplace placement</p> <p>e) Take prospective Learner on a tour of the campus;</p> <p>f) If applicable, speak with the Administrator regarding alternative payment options and relevant information;</p> <p>g) Take prospective Learner to registrar to complete enrolment</p> <p>*Documentation includes:</p> <ul style="list-style-type: none"> - Application for enrolment - CV - ID - Photo - USI*** - Domestic written agreement 	Course pathway advisor
Application to Registrar	Description	Who
	<p>a) The Enrolling Officer must ensure that terms and conditions of enrolment are understood and agreed to by the Learner prior to enrolment and entering into an agreement with Vose Seminary. (written agreement)</p> <p>b) The registrar must ensure that a course pathway suitability interview has been conducted (written agreement);</p> <p>c) ***The Enrolling Officer must ensure the validation of Unique Student Identifier from the USI Registrar in accordance with the requirements of the Student Identifiers Act 2014. (for full details see below)</p> <p>d) The enrolling officer must ensure the Learner has been provided information on learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies; (written agreement)</p> <p>e) The enrolling officer must ensure the Learner has been provided information on learner's right to obtain a refund for services not provided by Vose Seminary in the event the program is terminated early, or Vose Seminary fails to provide the agreed services; (written agreement)</p> <p>f) All acceptances of enrolment will be accompanied with details of the relevant course commencement details and notification of scheduled orientation / Learner interview.</p> <p>g) Notify Learner through hard or soft copy notification of enrolment status upon completion.</p>	Registrar

Appendix 2: Document History and Version Control Record

Document Title: Enrolment Policy (Domestic VET)

Source Documents: Domestic Enrolment Policy – Stock Audit Ready Policy
Admission Policy v3.00
Prospective Student Enquiry Process D0.01 – Enrolment Policy (VET)

Associated Internal Documents: Student Handbook
Written Agreement (to be finalized)

Associated External Documents [Standard 1.2](#)
[Standard 3.6](#)
[Standard 5.1-5.3](#)

Authorised Officer: Compliance and Administration officer

Approved by: Management Team

Date of Approval: 30/03/2016

Assigned Review Period: As per review schedule

Date of Next Review: 01/04/2017

Version Number	Version Date	Authorised Officer	Amendment Details
D0.01	14/01/2015	Compliance and Administrative Officer DBonallack	Amalgamation of Audit ready stock policy, ACT admissions policy V3.00, Prospective student Enquiry Process D0.01
V1.00	30/03/2017	D Bonallack	Approved Draft

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